AT&T

USER'S MANUAL
Part 2

900 MHz Cordless Telephone/ Answering System 9351

REVISED 1/1/01

For Customer Service Or Product Information, Visit Our Website At www.telephones.att.com

Please also read
Part 1 — Important Product Information
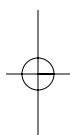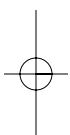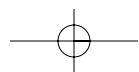
CONTENTS

INSTALLATION

Before You Install

1 Choose a location for the base near an electrical outlet and a telephone jack.

This phone requires a modular telephone jack and a standard electrical outlet (110v AC) not controlled by a wall switch.

2 Install the handset battery.

a) **Remove battery compartment cover by pressing on the indentation and sliding downward.**

c) **Place battery pack in compartment with the wires in the lower left corner, along the bottom of the battery pack.**

d) **Replace cover by sliding it up into place.**

b) **Plug battery pack connector into handset.**
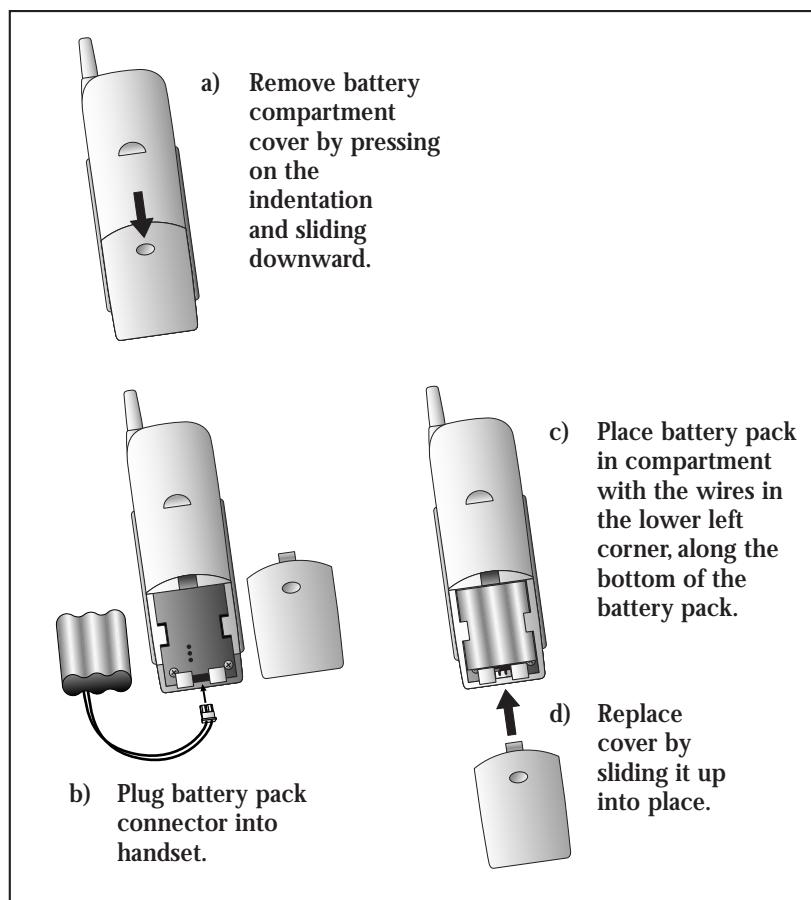
INSTALLATION

3   Attach the belt clip to the cordless handset *(optional).*

To attach   *To remove*
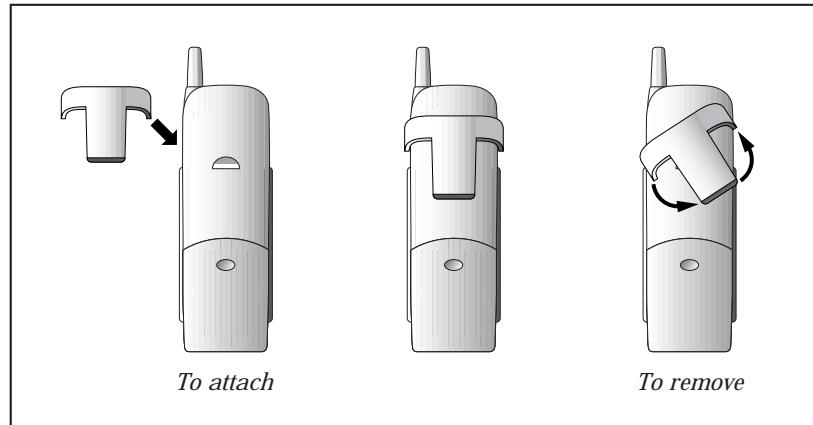
INSTALLATION

Table/Desk Installation
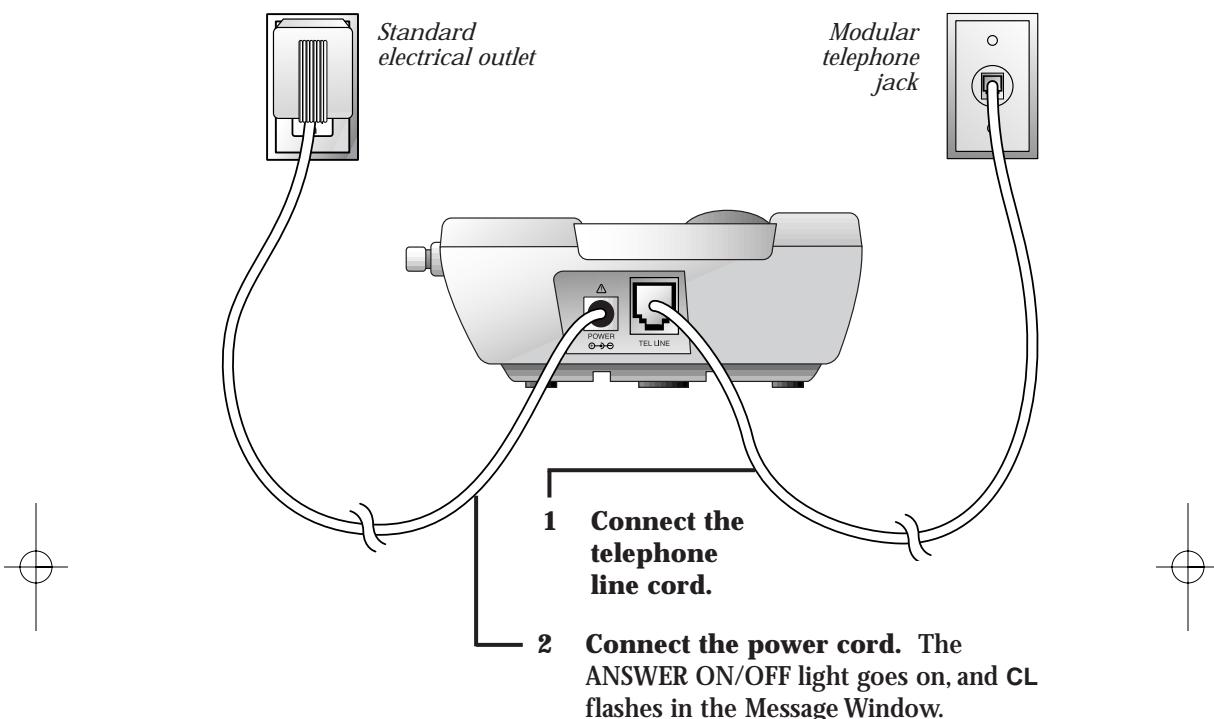
Standard electrical outlet

Modular telephone jack

POWER

TEL LINE

1   Connect the telephone line cord.

2   Connect the power cord. The ANSWER ON/OFF light goes on, and **CL** flashes in the Message Window.

⚠ Use only the power cord supplied with this product. If you need a replacement, call **1 800 222-3111**.

3   Charge the handset battery.
Place the handset in the base. Charge the battery for at least 24 hours the first time. After the first charge, the battery is typically fully charged overnight.

4   Check for dial tone.
After the batteries are charged, pick up the handset and press ⟨PHONE⟩; you should hear a dial tone.

5   Set the dial mode.
If you have touch tone service, the phone is ready to use as soon as the batteries are charged.

If you have dial pulse (rotary) service, you'll need to change the dial mode. When the phone is off, press ⟨PROG⟩, ⟨✻⟩, ⟨#⟩, ⟨PROG⟩ to set the dial mode to dial pulse. To return to touch tone dialing, press ⟨PROG⟩, ⟨✻⟩, ⟨✻⟩, ⟨PROG⟩.

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INSTALLATION

Wall Installation

1   Position the wall mount adapter on the base.

Align tabs on wall mount adapter with holes on bottom of base. Snap wall mount adapter firmly into place.
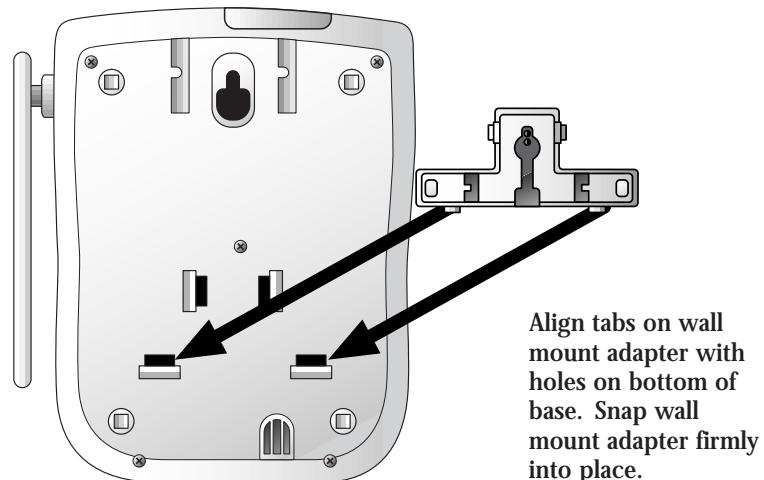
2   Connect the telephone line cord.

3   Connect the power cord.
The ANSWER ON/OFF light goes on, and **CL** flashes in the Message Window.

⚠ Use only the power cord supplied with this product.   If you need a replacement, call **1 800 222-3111**.

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INSTALLATION

4   Mount the base on the wall.

a)   Align holes on base with mounting studs on wall jack.
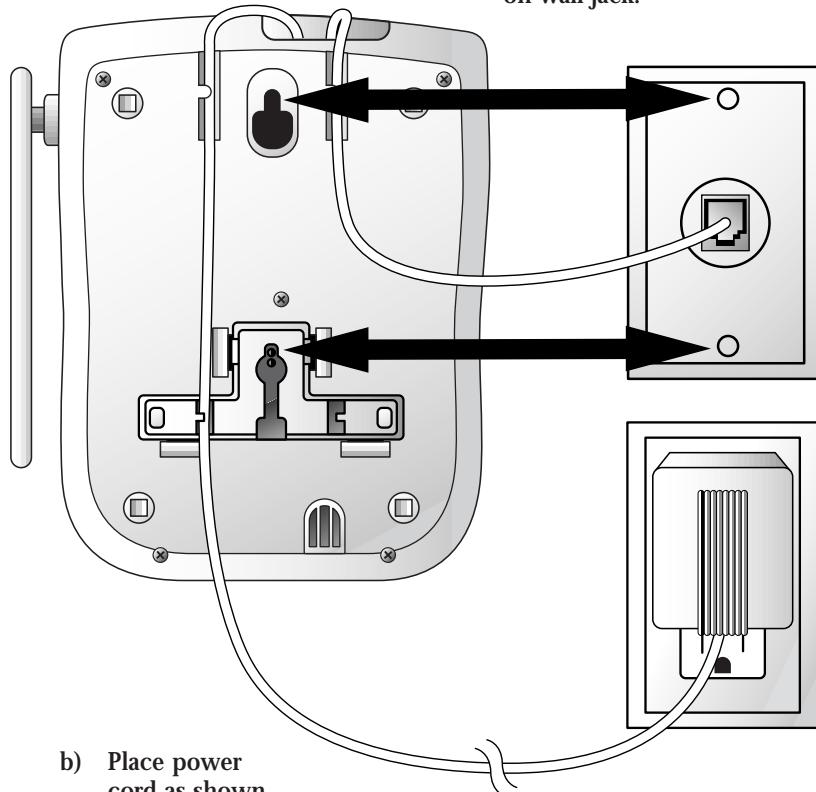
b)   Place power cord as shown, so it hangs straight down between base and wall.

c)   Pull base down on mounting studs until it locks into place.

5   Follow Steps 3–5 in "Table/Desk Installation."

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TELEPHONE OPERATION

Handset Volume
Adjust volume of
what you hear
through the handset.

VOLUME

Redial
Follow the
instructions under
"Make or Answer
a Call," then press
[REDIAL] to call the
last number dialed
(up to 24 digits).

**Make or
Answer a Call**
Lift handset
from base
— OR —
Press [PHONE] and
wait for light to
go on steadily.

End a Call
Place handset
in base
— OR —
Press [OFF].

*Exit
programming.*

Cancel a page.

**Flash/
Call Waiting**
Access special
telephone company
subscriber services.

Change Channel
Switch to a
clearer channel.

Temporary Tone

FLASH
PHONE

PAUSE
REDIAL

OFF

1   ABC 2   DEF 3

GHI 4   JKL 5   MNO 6

PQRS 7   TUV 8   WXYZ 9

TONE *   OPER 0   #

PROGRAM   MEMORY   CHANNEL

*On steadily:
Handset in use*

*Flashing:
Line ringing*

*Blinking:
Programming mode*

*Flashing slowly:
Battery low*

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TELEPHONE OPERATION

Indicates base is connected to AC power

Flashes when a call is coming in; on steadily when any phone on this line is in use

Indicates spare battery is installed

Indicates handset is in base

POWER   IN USE   SPARE BATT   CHARGE

REC/MEMO

DELETE

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ANSWER ON/OFF

MAIL BOX 1   MAIL BOX 2   MAIL BOX 3

PLAY/STOP

TIME|SET   SELECT   MENU

▲ VOLUME ▼   REPEAT/SLOW   SKIP/QUICK

PAGE

HANDSET LOCATOR

This No.

Spare battery compartment

Page/Handset Locator

Press once to page the handset for up to one minute; press twice to cancel.

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TELEPHONE OPERATION

Temporary Tone Dialing

If you have dial pulse (rotary) service, you can change from dial pulse to touch tone dialing during a call by pressing ✱. This is useful if you need to send touch tone signals for access to telephone banking or long-distance services.

1 Dial the number.

2 Press ✱. Buttons pressed after this send touch tone signals.

3 After you hang up, the phone automatically returns to dial pulse (rotary) service.

Handset Ringer Style

You can select from four different handset ringer styles.

1 Make sure the handset is off.

2 Press (PROGRAM), #.

3 Press 1, 2, 3, or 4 to select your ringer style. You will hear a sample of the ringer style.

4 Press (PROGRAM).

Ringer Off

1 Make sure the handset is off.

2 Press (PROGRAM), #.

3 Press 5.

4 Press (PROGRAM).

5 To turn the ringer on again, see "Handset Ringer Style."

TELEPHONE OPERATION

Headset Jack

You can use this telephone hands-free when you install a 2.5 mm headset (AT&T SKU# 24099), purchased separately.

Plug the headset into the jack located on the right side of the handset (under the small rubber flap). Do not force the connection, but make sure the plug fits securely.
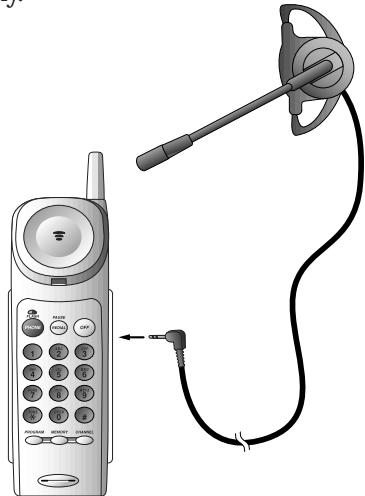
Operating Range

This cordless telephone operates within the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and base can communicate over only a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your home or office. For best performance, keep the base antenna fully upright.

If you receive a call while you are out of range, the handset might not ring — or if it does ring, the call might not connect when you press PHONE. Move closer to the base, then press PHONE to answer the call.

If you move out of range during a phone conversation, you might hear noise or interference. To improve reception, move closer to the base.

If you move out of range without pressing OFF, your phone will be left "off the hook." To hang up properly, walk back into range, periodically pressing OFF.

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TELEPHONE MEMORY

This cordless phone can store 10 telephone numbers, each up to 16 digits long. You can dial numbers stored in memory just by pressing [MEMORY] and a number button.

Store Memory Numbers

1 Make sure the handset is off.
2 Press [PROGRAM]. The PHONE light blinks.
3 Press the number button (0–9) where you want to store the telephone number.
4 Dial the telephone number (up to 16 digits)
   — *OR* —
   Press [REDIAL] to store the last number dialed.
5 Press [MEMORY].

Change/Replace a Stored Memory Number
Store a new number in its place.

Dial Memory Numbers

1 Press [PHONE].
2 Press and release [MEMORY], then press the number button (0–9) where the memory number is stored.
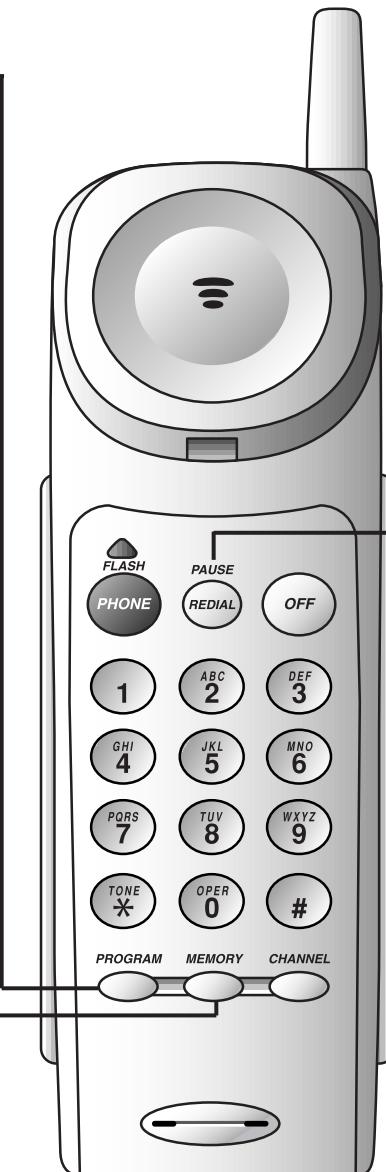
Store a Pause in a Memory Number
Press to store a two-second pause in the dialing sequence. Each press adds another two-second pause and counts as one digit.

Directory Label
Use the self-adhesive directory label to keep a record of numbers (or names) stored in memory. It's best to write on the label before applying it to the base.

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ANSWERING SYSTEM OPERATION
AT THE BASE

Audible Indicators

This system gives you voice prompts for feature operations and voice confirmations when you press a button or complete an operation.

About Mailboxes

This answering system has three voice mailboxes. Callers using a touch tone phone can select the mailbox in which their messages will be recorded by pressing #️⃣ 1️⃣, #️⃣ 2️⃣, or #️⃣ 3️⃣ after the system answers the call. All other messages will be recorded in Mailbox 1.

About Announcements

• You can record up to two different announcements — one for normal answering and one for when you've set the system to play the announcement only.

• Use normal answering when you want the system to record callers' messages. Use Announce Only when you want to give information to callers without accepting messages.

• If you choose not to record an announcement, the system answers with a pre-recorded announcement.

• The normal answering pre-recorded announcement says: *"Hello. I'm unable to answer your call right now. Please leave your name, number and message after the tone."* The Announce Only pre-recorded announcement says: *"Hello. I'm unable to answer your call right now. Please call again. Thank you."*

• By setting Announce Only to On or Off, you decide which announcement your callers will hear when the system answers a call (the system comes set for normal answering, with Announce Only turned off). See "Set Announce Only" on page 14 to change your announcement selection.

ANSWERING SYSTEM OPERATION
AT THE BASE

Record outgoing announcement

Delete outgoing announcement, messages

Confirm/review feature setting

Select a feature setting

POWER   IN USE   SPARE BATT   CHARGE

REC/MEMO

DELETE

ANSWER ON/OFF

MAIL BOX 1   MAIL BOX 2   MAIL BOX 3

PLAY/STOP

TIME|SET   SELECT   MENU

VOLUME   REPEAT/SLOW   SKIP/QUICK

PAGE

HANDSET LOCATOR

Turn Answering System on or off

Enter Answering System feature setup and choose a feature to set

Record Your Announcement

NOTE: *If you have assigned different mailboxes to different people, be sure to tell callers in your announcement to press* ⌗ 1*,* ⌗ 2*, or* ⌗ 3 *to leave a message in the appropriate mailbox.*

1 Press ⌐MENU⌐ until you hear *"Set Outgoing Message."*

2 Press ⌐REC/MEMO⌐. After you hear *"Now Recording"* followed by a beep, speak toward the base to record an announcement up to 90 seconds long.

3 Press any MAIL BOX button to stop recording. The system plays back your recorded message.

To review your announcement at any time:

1 Press ⌐MENU⌐ until you hear *"Set Outgoing Message."*

2 Press any MAIL BOX button.

To delete your announcement*:*

Press ⌐DELETE⌐ during announcement playback. The system will use the pre-recorded announcement until you record a new one.

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ANSWERING SYSTEM OPERATION
AT THE BASE

Answering System Feature Setup
You can set up one feature at a time, or you can set up a feature and then move on to set up another feature.

1   Make sure the answering system is on.

2   Press and release [MENU] until you hear the system announce the feature you want to set. Refer to the "Feature Summary" below for a description of the features and your choices.

3   Press [SELECT] to hear the feature's settings.

4   Press [TIME/SET] to confirm your selection.

Feature Summary
Default settings indicated by *.

System announces:	Description/directions:
"Set Security Code" 19 *	Set the remote access code you will use to access features and functions of the answering system from a touch tone phone.
"Set Day and Time"	Set the clock: After you set the day, repeat **Steps 2** and **3** in "Answering System Feature Setup" to set hours and minutes.
"Set Audible Message Alert" Off * On	When Message Alert is turned on, the base beeps once every 10 seconds when new messages have been received.
"Set Announce Only" Off * On	When you set the system to Announce Only, callers hear your announcement, but cannot leave a message.
"Set Base Ringer" On * Off	Turn the base ringer on or off.
"Set Number of Rings" 2 4 * 6 Toll Saver	Choose how many times the phone will ring before the system answers a call. With Toll Saver active, the system answers after two rings when you have new messages and after four rings when you have no new messages.

***NOTE:** Exit Feature Setup at any time by pressing a MAIL BOX button.*

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ANSWERING SYSTEM OPERATION
AT THE BASE

Listen To, Save & Delete Messages

The system automatically saves your messages until you delete them, and can store approximately 15 minutes of messages, memos, and announcements (up to a maximum of 99 messages).

After playing a message, the system announces the day and time it was received. While the message plays, the Message Window displays the number of the message. After playing the last message in a mailbox, the system announces "*End of messages.*" If the system has less than five minutes of recording time left, it announces remaining time.

To play and delete messages, either press and release the appropriate button or hold it down for more than two seconds as indicated below. The system beeps while a button is held down.

Delete Messages
- Press to delete the message that's playing.
- Hold, then press a MAIL BOX button to delete all messages in that mailbox.
- You cannot delete a message until it's been reviewed; deleted messages cannot be recovered.

Message Window
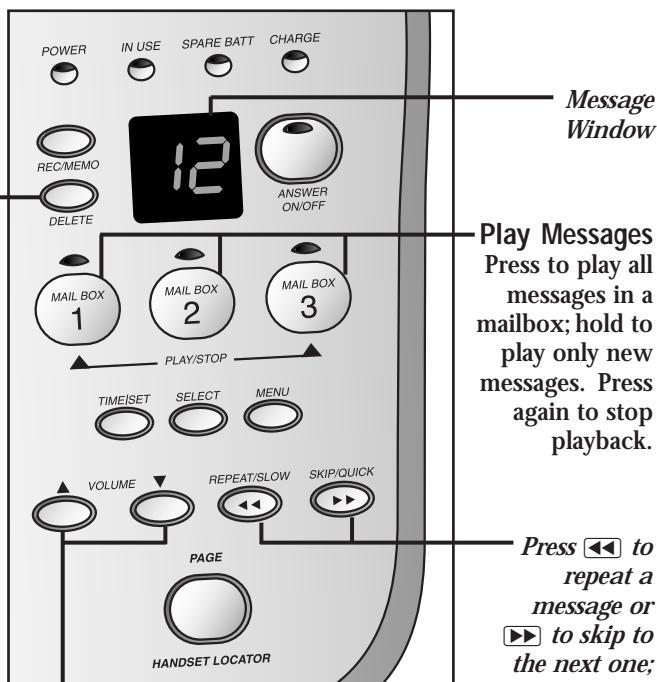
Play Messages
Press to play all messages in a mailbox; hold to play only new messages. Press again to stop playback.

Press ◄◄ to repeat a message or ►► to skip to the next one; hold ◄◄ to slow down or ►► to speed up playback.

Adjust Playback Volume
System beeps three times at highest or lowest setting.

POWER   IN USE   SPARE BATT   CHARGE
REC/MEMO
DELETE
ANSWER ON/OFF
MAIL BOX 1   MAIL BOX 2   MAIL BOX 3
PLAY/STOP
TIME/SET   SELECT   MENU
VOLUME   REPEAT/SLOW   SKIP/QUICK
PAGE
HANDSET LOCATOR

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ANSWERING SYSTEM OPERATION
AT THE BASE

Call Screening/intercept

1   Make sure the answering system is on, and set the message playback volume control above level 1 so you can hear the caller's message.

2   If you decide to take the call, press ⌐PHONE⌐ on the handset.

3   If you pick up an extension phone during the announcement and the announcement does not stop right away, press and release the telephone switchhook.

Record a Memo

You can record a memo up to four minutes long to store as an incoming message.

1   Press and release ⌐REC/MEMO⌐.

2   Press a MAIL BOX button to select a mailbox for the memo. After the beep, speak toward the microphone. The Message Window displays the length of your memo.

3   To stop recording, press the MAIL BOX button again.

Message Window Display

Window Displays:	When:
0	No new messages in any mailbox
1-98, flashing	Total number of messages in all mailboxes
0-99 ↔ *F*	Memory is full, or total number of messages is 99
Counting *1* to *99*	Duration of Announcement or Memo recording
99, flashing	Length of recording is more than 99 seconds
1-99	Current message number during message playback
1-8, steady for one second	Indicates volume level selected when VOLUME ▲ or VOLUME ▼ is pressed
00-99	Current Remote Access Code while setting
A	Announce Only mode
ON or *OFF*, steady for one second	Displayed when any setting is changed from On or Off
CL ↔ normal display	Clock needs to be set
- -	System is answering a call or is in remote operation
- -, flashing	System is in programming mode or initializing

ANSWERING SYSTEM OPERATION
AT TOUCH TONE PHONE

Connect with the Answering System

You can access many features of this system remotely from a touch tone phone.

1   Dial your telephone number.

2   When the system answers, press ⌗, then enter your Remote Access Code (preset to 19). The system beeps twice.

3   Within two seconds, enter a remote command (see "Remote Access Commands" on page 18).

4   Press ✳ ⓪ to exit remote operation.

Voice Menu

The system has voice prompts to help you with remote operation. Press ✳ ⑤ to hear the menu while remotely connected to the answering system.

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ANSWERING SYSTEM OPERATION
AT TOUCH TONE PHONE

Remote Access Commands

Function:	Command:
Play messages in a mailbox	Press #, then the appropriate mailbox number (1, 2, or 3). The system plays new messages. If there are no new messages, the system plays old messages.
Repeat a message	Press # 4 while message is playing; each press backs up another message.
Skip a message	Press # 6 while message is playing; each press advances another message.
Stop	Press # 5.
Save messages	Hang up.
Delete message	Press # 9 while message is playing.
Review announcement	Press # 7; system plays announcement, then beeps.
Record announcement	Press ✳ 7; after beep, record announcement, press # 5 to stop. System plays back announcement.
Record memo	Press ✳ 8; then mailbox number where you want memo recorded; speak after beep; press # 5 to exit.
End remote access call	Press ✳ 0.
Turn system off	Press # 0; the system announces, *"The machine is off."* Press # 0 again to turn the system back on.
Turn system on	When system is off, it answers after 10 rings and announces, *"Please enter your security code."* Press #, then enter your remote access code.

NOTE: *The remote access call will automatically end if 20 seconds go by with no key being pressed (other than when recording or playing messages or announcements).*

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BATTERIES

Charging the Handset Battery Pack

This battery should remain charged up to six days with the ringer turned on and up to twelve days with the ringer off. A fully charged battery provides an average talk time of about six hours.

The battery pack needs charging when:

- A new battery is installed in the handset.
- The phone beeps twice when you press PHONE.
- The phone light flashes slowly.

Place the handset in the base so the CHARGING light turns on. The battery pack is typically fully charged in eight hours.

You can keep the battery fully charged by returning the handset to the base after each use.

If you repeatedly get a low battery indicator, even after eight hours of charging, the battery should be replaced. Use only AT&T battery 3301 (SKU# 91076).

CAUTION: Charge the battery provided with or identified for use with this product only in accordance with the instructions and limitations specified in the User's Manual, Part 1.

BATTERIES

Replacing the Handset Battery Pack

1   **Remove the battery compartment cover** on the handset by pressing on the indentation and sliding the cover downward.

2   **Lift out the old battery pack and disconnect.**

3   **Align the two holes in the new battery pack's plug with the socket pins, and snap the plug into place.** Place the battery pack in the compartment with the wires in the lower left corner, along the bottom of the battery pack.

4   **Replace the cover** by sliding it up into place.

5   **The new battery pack must be charged before using the phone.** Place the handset in the base and allow it to charge for at least 24 hours the first charge. The telephone might operate before that, but for best performance, let the battery pack charge fully.
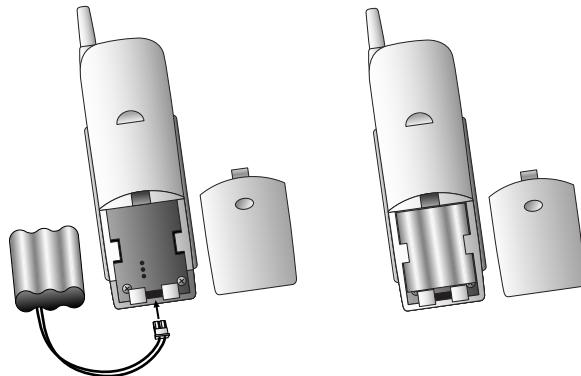
BATTERIES

Spare Battery Charger

This phone is equipped with a built-in spare battery charger in the base unit. The spare battery charger allows you to always have a charged battery available should the handset battery charge become low.

To install the spare battery pack (purchased separately, Replacement Battery #3301, AT&T SKU# 91076):

1   Open the base unit spare battery compartment.

Spare battery compartment cover
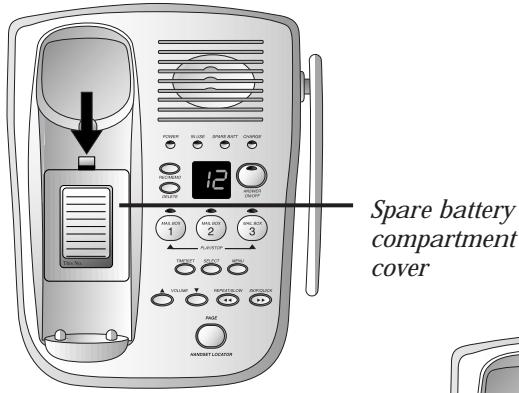
2   Plug battery pack connector into base. Place the spare battery pack in the compartment.

Spare battery compartment
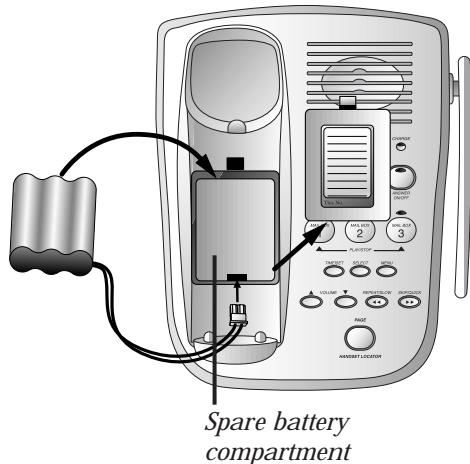
3   Replace the spare battery compartment cover.
4   When the battery is installed properly, the SPARE BATTERY light on the base will be on.
5   The spare battery will be fully charged after 24 hours.

IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below.
For Customer Service, visit our website at *www.telephones.att.com* or call
1 800 222–3111. **Please retain your receipt as your proof of purchase**.

If the phone doesn't work at all, check these items first:
*   Make sure the AC adapter is plugged into an outlet not controlled by a
    wall switch.
*   Make sure the telephone line cord is plugged firmly into the base unit
    and the modular jack.
*   Make sure the base antenna is fully upright.
*   If the handset does not beep when you press PHONE, the battery might
    need charging.
*   Make sure the battery pack is installed correctly.
*   If you have dial pulse (rotary) service on your phone line, make sure
    the dial mode is set to dial pulse (see INSTALLATION).

If the above suggestions don't solve the problem, try re-initializing the handset and base:
1   Disconnect the power to the base.
2   Remove the handset battery pack.
3   Wait a few minutes.
4   Connect the power to the base.
5   Insert the handset battery pack.
6   Put the handset in the base to re-initialize.

If you hear a two-beep signal when you try to use the handset:
*   You might be out of range. Move closer to the base and try again.
*   If moving closer to the base doesn't help, try following the directions
    above for re-initializing the handset and base.

If the phone does not ring when you receive a call:
*   Make sure the handset ringer is on.
*   Make sure the telephone line cord is connected firmly to the base and
    the telephone jack.
*   Make sure the AC adapter is plugged firmly into an outlet not
    controlled by a wall switch.
*   You might be too far from the base; move closer.
*   You might have too many extension phones on your telephone line to
    allow all of them to ring. Try unplugging some of them.

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IN CASE OF DIFFICULTY

If you hear noise or interference when using the phone:
- Make sure the base antenna is fully upright.
- You may be out of range. Move closer to the base.
- Press and release ⌊CHANNEL⌋ to change to another of the 30 channels available. If noise is exceptionally loud, move closer to the base before changing channels.
- Household appliances plugged into the same circuit as the base can sometimes cause interference. Try moving the appliance or the base to another outlet.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.
- If the buttons don't work, try placing the handset in the base for at least 15 seconds.

If you hear other calls while using your phone:
- Press ⌊CHANNEL⌋ to change to another channel.
- Disconnect the base from the modular jack and plug in a corded telephone. If you still hear other calls, the problem is probably in your wiring or local service. Call your local telephone service company.

If you lose a call after changing channels:
You were probably almost out of range. Move closer to the base before changing channels. Before placing another call, set the handset in the base for at least 15 seconds.

If you are unable to operate special telephone services or other equipment requiring touch tone signals:
If you have dial pulse (rotary) service, follow the directions under "Temporary Tone Dialing" in the TELEPHONE OPERATION section of this manual.

If messages are incomplete:
- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after three minutes.
- If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.

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IN CASE OF DIFFICULTY

If you have difficulty hearing messages:
Check the volume setting.

If the system does not answer after the correct number of rings:
- Make sure that the ANSWER ON/OFF light on the base is on. If it is off, press ANSWER ON/OFF .
- If Toll Saver is on, the number of rings changes to two when you have new messages waiting.
- In some cases, the system may be affected by the ringing system used by the local telephone company.
- If the memory is full or the system is off, the system answers after 10 rings.

If CL appears in the Message Window:
You need to reset the clock.

If the system does not respond to commands from a remote touch tone phone:
- Make sure you are calling from a touch tone phone. When you dial a number, you should hear tones. If you hear clicks instead, the phone is not a touch tone telephone.
- The answering system may not detect the Remote Access Code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- Make sure you enter your Remote Access Code correctly.
- There may be noise or interference on the phone line you are using. Press keys firmly.

If your outgoing announcement isn't clear:
- When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the base.
- Make sure there is no "background" noise (TV, music, etc.) while you are recording.

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